**Director’s Report**

**Prepared by Donita Ward:  July 15, 2020**

**Attachments:**

* Statistics
* Balance Sheet
* Profit and Loss Report
* Proposed Conduct Policy

**Budget Adjustment Requests:**

* None at this time

**Policies for Review:** The following policies are due for review and available on the library website. No substantive changes or updates are suggested.

* Investment Policy
* Procurement Policy

I combined the Volunteer Policy, Patron Behavior Policy, Complaint Policy, and Public Safety Policy into one Conduct Policy, attached. Originally, I intended to include the Patron Computer Use Policy, but that falls more snugly into the Services Policy next month. I was able to move many procedural items (especially in Safety and Volunteers) out of policy and into other documents. This also puts all of our antidiscrimination or harassment language into the same place for consistency.

**Finance & Administration**

2Q2020 Sales Tax submission was completed. Because we did not have any book sales in the second quarter and printing was greatly reduced with the first page free, our debt was less than $4.

Sales Tax Income for July (spending in May) was down ~8.5% from last year. This is not as bad as we originally anticipated. As businesses continue to struggle, there will be long-term reductions in sales tax income, but we are thus far not in a position to need to delve into savings. At this point, I would suggest we plan for a 10%-15% reduction in sales tax when budgeting for 2021.

We are required by law to have a Finance Officer with 10 hours per year of Public Funds Investment Act training. This is not fun and can be very expensive, but I have verified that the TexPool Academy (through our TexPool account) is accredited. I have registered several people for the academy at no cost to the library. When the Board selects a Finance Officer, that person will need to have their CE hours verified for the records.

We are ready to post the election information page for 2020. This year, three positions are up for election. There will be a social media information push once the application window opens. We are trying to make it easier for people to apply during the pandemic. The application will be on the website again this year. I will also post the campaign treasurer forms. We will accept completed applications through the book drop as well as in person and via postal mail. I have not seen any legal changes to the deadlines or voting rules, but we remain vigilant. I will distribute to each candidate an information form to complete for us to post bios on the website for voters.

**Operations**

Currently, Travis County is still in stage 4 risk level assessment with no shelter-in-place orders and expanded services open. That means we are all working regular hours (by individual choice) and offering contact-free services. If/when we go down to stage three, we will offer public computers by appointment. At stage 2, the lobby will be open.

There are services that the public needs that we cannot provide right now. Foremost among those are computers and heat relief. There are no cooling centers available in the area and we are experiencing temperatures well into the 100s. We are keeping the exterior fans going and making regular checks around the building to determine if anyone is in need of medical attention or bottled water, but cannot help beyond that. There are also no public computers in the area for those without personal resources to access social services, employment applications, or email their grandmothers. It is disheartening for our people.

Contact Free Services are going well. We have not had as much call for phone technology assistance as we’d anticipated, and only three resume reviews came through in June. We did have 26 book-flight bundles in June, which is fun for those of us who miss doing reader advisory. The circulation has increased quite a bit since re-instituting due dates. Printing and library card appointments are reasonably busy and the library to go crafts and science packs are going like hotcakes.

Circulation for June topped 3000. It was only 1223 in May and 531 in April. We have had fifteen people get new library cards since the closure. Digital circulation has not exploded in the way we thought it might. It would seem that those patrons who prefer digital are sticking to it, and those who do not are waiting for the items to be physically available. Hoopla specifically had a drop in usage in June, but Mango and Overdrive are still on the rise. We are looking into additional digital offerings.

Housekeeping and behind the scenes tasks are happening. All the DVDs have been reordered into alphabetical systems with disc numbers maintained on the interior of the cases. Repairs to circulating items and cases are next on the massive project list. We are also removing the series wall of books from Juvenile Fiction and reincorporating those into fiction by author with shelf-markers.

We are also looking ahead to potential community needs, specifically once August/September roll around. Many families will be back in school with virtual connection support needs. A fair number will be electing to home school for the first time this year, which creates a new need for our neighborhood. We have a team working on the development of a homeschool information page and Kristin is exploring supplemental programs to support multi-age learning and curriculum.

We have determined not to do any more inventories during the closure. Since closing, we have scanned the youth collections and the adult fiction collection. Media was scanned in January and adult non-fiction in October. Since we close in March, neither of those areas have seen adequate patron interaction to materially affect the inventory results.

The list of items out is becoming more manageable. In June, we marked everything that had been due back in 2019 or earlier as missing. We then had a list of about 4000 items out. By resuming due dates, most of those things came back. We have less than 250 items still out that were due on July 1. There are less than 150 that were due between January 1, 2020 and our closing date in March. We have about 400 items in process, either shelved in quarantine or pulled for patrons to come and pick up. That is more than 1750 items out now that have been borrowed with our contact-free circulation.

**Facilities**

We got a bid for a COVID Disinfection service that is very intense. It would be $1400 for the building to get a two-phase viral disinfection and decontamination. THe building would be unavailable to us for a full day. Another option is to stay out for 72 hours and have the facility vacuumed with a HEPA filter and that would effectively be time for the virus on any surfaces to die naturally.

Building maintenance continues. We put bright yellow spray paint on the parking curbs to reduce the trip hazard. The gutter repairs suggested from the commercial inspection were completed and we are working to get someone to complete the masonry repairs to the exterior. We had bird nests removed from the light fixtures in the breezeway. We are also having the plumbers out for a full building check. There are a number of tiny fixes that are not worth a service call, but together will make a difference in water conservation.

We are looking at a September delivery date for the children’s library work area. The new desk, additional shelving/seating, and storage cabinet doors will most likely be delivered in six weeks. Assuming Travis County is not down to stage 2 risk by then, there will be no patrons in the area to require a change in access for installation. We have no plan yet to rework the circulation desk.

You may have noticed a giant butterfly along the building. This is courtesy of yarn bomber Elyse Grayson. Installed on June 20, it got 253 social media engagements in the first 10 days alone.

**Internal Affairs**

Our two new employees are finally in place. After being hired in March, Alena Torres and Julia Adams had to wait until last month to start work as we set up a safe way to train while social distancing. To keep social distancing, we have set up temporary workstations for managers outside the workroom. We have resumed the regular check-ins for all staff. We still have no volunteers on site.

There are a number of concerns among our employees about the future. What will happen if we are faced with closing our doors completely? What will happen when the school year starts and we face new and exciting childcare choices? It is especially difficult with the uncertainty; librarians are natural planners and organizers and we find it very stressful to have no firm go-forward plans from the schools, county, etc.

I have contacted the district’s lawyer about the changes to employment law under the Family First Act and any updates to our FMLA responsibilities. Topics that have been discussed and researched include furloughs for parents who need to be at home and shared work for those who need to reduce hours, both of which enable the employee to collect unemployment while maintaining benefits. We also maintain a list of valuable tasks that can be completed off site, but that list has been nearly exhausted for most employees.

Current events have been in the news recently, especially in regards to diversity, inclusion, race relations, invisible discriminations, and basic respect for everyone. To that end, many businesses announced that they would close for Juneteenth. It is worth considering the library to do the same. In years past, we have been confronted by patrons who indicated that it was disrespectful that we did not recognize MLK Day and Veterans Day as holidays. Juneteenth has never come up in those conversations, but it might in the future.

P**rograms & Outreach**

Summer Reading is completely virtual this year. In June, we had 207 active readers complete 100 challenges and earn 1544 badges. That translates to 198255 minutes read. We will have prizes ready for pick-up next week. For comparison purposes, our 2019 summer reading program had over 800 participants.

Our programs in June were on Facebook Live. We did two yoga sessions (246 views) and two Stories of Wells Branch presentations (over 1000 views). There were 433 views for the two watercolor workshops. For children, we posted a Story a Day 7 days a week at 10:30. Special days are following our regular storytime schedule for Spanish Tuesday and ASL Friday. They average 113 views each. For comparison purposes, we had scheduled for June to have 74 regular programs and 13 special programs. We had 36 Facebook Live programs.

We are putting out craft, science, and DIY kits for patrons to take. These kits follow the presentations of Facebook live. In June, we gave away 20 knitting/crocheting bags, 8 watercolor kits with paper and paint, 107 kids craft kits, and 118 science experiments in a bag.

In July, we are branching into Zoom programming for an interactive element. We have story and share four times a week, Lego Lab on Mondays at the regular time, and a Wednesday evening craft-along (with project and supplies available) in place of DIY time. We have a math-tutoring group, at least one book club and the writer’s guild also using our Zoom account for meetings. Special Zoom programming in the coming weeks include a mask sewing workshop, a book club for elementary readers, character creation for RPG games, a Dungeons and Dragons game, a mocktails workshop and happy hour, and more. For comparison purposes, we had scheduled 71 regular programs and 12 special programs for July. We will deliver 29 Facebook Live programs and 28 Zoom interactive programs.

New Service offerings are being evaluated every 2 weeks based on county risk level and any legal orders. While each week we cross our fingers for lower infection numbers and the ability to offer public computers or lobby services, it just has not happened yet. We are keeping our people safe in the building with extensive PPE and procedures for cleaning/quarantining/distancing. Delivering contact-free services to our patrons keeps them safe. We have reinstituted due-dates to try to get some of the materials, especially the more popular ones, back into the system to be available for the waiting patrons. We are not charging any late fees for items that do not come back on time.

**Retreat/ Long Range Planning**

Four samples from libraries around Texas to review as we look forward

* Westbank Community Library- <https://www.westbanklibrary.com/wp-content/uploads/2018/11/Westbank-Strategic-Plan-2019-2023.pdf>   
  very wealthy area, another library district, includes contemporary and expansive language, but not specifics
* Buda Public Library-   
  <https://www.budalibrary.org/173/Long-Range-Plan>did an in depth survey for community input and developed the plan based on real needs from patrons. An extensive survey such as this would require a professional.
* Colony Public Library- <https://www.thecolonytx.gov/DocumentCenter/View/965/Library-Long-Range-Plan-2016-2020-PDF>  
  well organized, includes community info/history and strategic priorities
* Whiteright Public Library- <https://www.whitewright.lib.tx.us/about-us/library-policies/long-range-plan.html>  
  short and sweet makes it more approachable for patrons, goals and objectives with target dates

**Next Meeting August 24, 2020 (via Zoom?)**

* Combines Services Policy (to include Reference Policy, Program Policy, Patron Computer Use Policy, Green Policy, Community Posting Policy, Social Media Policy, Meeting Room Policy, LAB Policy)
* Long range plan extension
* professional survey
* Election update
* Consider holiday schedule for next year to be more inclusive (F Sep 11’20, W Nov 11’20, M Jan 18’21, Sat Jun 19’21)